



1012 South 11th Street – Niles, Michigan 49120 – Phone: (269) 684-6512 – Fax: (269) 683-7537

MERGER QUESTIONS & ANSWERS FOR OUR MEMBERS

Q1: Why does Four Flags Area Credit Union (Four Flags) want to merge?

The opportunities and efficiencies afforded by merging with a larger organization are undeniable. This partnership would create a credit union that offers you even more value than you have today. In planning for the future, both credit unions realize that a combined organization would bring much greater strength and competitive advantages than each could provide on its own. The merged credit union would blend the vision, people, experience, capabilities, and resources of two strong credit unions, benefiting our members, communities, and employees for the long term. A merger with Great River Federal Credit Union (GRFCU) would create a combined organization of over \$248 million in assets with expanded services to serve you.

Q2: Why Great River Federal Credit Union (GRFCU)?

We selected GRFCU because of its excellent reputation for member service, its strong financial position, and its expansive list of products and services. GRFCU is committed to providing exceptional member service, while maintaining the safety and security of members' assets and information.

You will benefit from this new relationship by having access to a complete line of products and services you don't have available today. These products and services include or will be substantially enhanced:

- State-of-the art online, mobile and video banking services which will allow our members to conduct their financial transactions from anywhere in the world.
- Increased rates on deposit accounts.
- FOUR FLAGS members benefit from GRFCU's Refer a Friend program, where they gave out over \$82,000 to members in 2020.
- Access to debit and cashback credit rewards.
- Access to Shared Branching network, giving you access to over 5,600 locations and 30,000 ATMs.
- Dedicated phone contact center.
- Online consumer, mortgage and business loans working with credit union employees, not 3rd party providers.
- Extended hours of operation.

Q3: What happens to "me" as a member of the Credit Union?

The credit union philosophy of "Once a Member, Always a Member" is alive and well. All members of FOUR FLAGS will automatically have their membership converted to GRFCU. Your opportunity to participate in a democratic cooperative remains. You can be elected to the volunteer leadership of the credit union, and you still have your vote in the annual elections.

We will transition all member *accounts* as seamlessly as possible. You will receive a GRFCU member packet, which will include all the information you need to enroll in the new products and services available to you.

Q4: How will this merger affect my current deposit rates?

Current FOUR FLAGS share account holders may continue to maintain the FOUR FLAGS share account or the equivalent at GRFCU at an interest rate no less than what a FOUR FLAGS shareholder received on the execution date of the Merger Agreement. There will be no requirement to purchase or utilize any additional services in order to maintain this rate.

Q5: How is my National Credit Union Administration (NCUA) deposit insurance affected?

Your deposits will continue to be insured by the (NCUA).

Q6: What will happen to my Individual Retirement Accounts (IRA) with FOUR FLAGS?

There will be no changes to the custodianship of current IRAs and your current rate will be honored as of the merger date.

Q7: What will happen to any electronic services such as ACH, Automatic Withdrawals and Payroll Deductions?

We do not expect any interruption to your electronic services such as direct deposit and automatic withdrawals. We are preparing future communications that will include specific information about any changes to your accounts or electronic services. Our intentions are to keep you informed and make this transition as seamless as possible.

Q8: Will I be able to access my account history?

Your accounts prior history will be available through printed statements after the merger date. The account history will only be available until the systems merger, which will happen about 5-6 months after the organizational merger.

Q9: When will the merger take place and when will FOUR FLAGS become GRFCU?

We anticipate the effective date of the merger to be December 31, 2021, after the close of business.

Q10: What will the credit union be called and where will the headquarters be located?

The legal entity will be Great River Federal Credit Union. GRFCU's headquarters is located in Minnesota and through their state of the art online banking and national network of ATM's, have a national reach for all members. FOUR FLAGS will continue to operate as a branch of GRFCU from our current facility at 1012 S 11th Street, Niles, MI 49120.

Q11: What happens to the FOUR FLAGS Board of Directors?

The credit unions will decide if they desire to have an advisory board locally.

Q12: Where should I mail my deposits and payments?

For now, there will not be a change to our phone number and mailing address. You may continue to mail deposits and payments to 1012 S 11th Street, Niles, MI 49120. If changes occur, GRFCU will notify you in advance and help you step by step with any changes.

Q13: Will the employees of FOUR FLAGS be retained?

It is GRFCU and FOUR FLAGS's desire to retain 100% of FOUR FLAGS employees. We will continue to serve you with the same friendly employees you have grown accustomed to, with the same personal touch you have come to expect.

Q14: What else can you tell me about GRFCU?

GRFCU was originally chartered in 1948 as Machinists Federal Credit Union. The credit union served the needs of the employees of the refrigerator factory, Franklin Manufacturing. In 1964, the charter was expanded to include several other trade groups and the credit union's name was changed to St. Cloud T & L Credit Union. Their field of membership was primarily members of local trade and labor unions. As time went on, more and more employer groups other than the trade and labor unions were able to join the credit union. In 1999, they changed their name to Great River Federal Credit Union to better reflect our membership. Not only were they serving the needs of the Trades and Labor Union workers, they were serving the needs of employees from over 80 employer groups in the state of Minnesota, where the "Great River" begins. In April of 2001, GRFCU became a community credit union, expanding their field of membership to include the tri-county area of Benton, Sherburne, and Stearns counties in the state of Minnesota. In May 2021, they joined the American Consumer Council (ACC), a non-profit membership organization dedicated to consumer education, advocacy, and financial

literacy. This allowed them to expand their field of membership to include anyone who joins the ACC (at no cost to you). In addition to the ACC membership, anyone who has a relative that is a member of GRFCU, or anyone who works at one of their Select Employer Groups (SEG) is eligible to become a member. What's more, once you are a member, any of your immediate family members also qualify for membership. That includes siblings, parents, and children. At GRFCU, they follow the motto "Once a Member, Always a Member." So even if you move, you can still be a GRFCU member, and conveniently do all your business online. They are able to be the primary financial institution for anyone, regardless of where life takes them. GRFCU's goal is to continue our footprint while providing exceptional service to our members, whether it is in person, or through convenient online and mobile options. Great River Federal Credit Union, Where Every Story Matters™.

Q15: Who should I contact if I have additional questions?

If you have questions about the merger, or would like more information, please contact Chandra Ashby at 269-684-6512 or email at fourflagsacu@sbcglobal.net.